

LTC16D154

Title: Student Experience Committee
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Issue

This is a round up report to members of the Learning and Teaching Committee for information on activities of the Student Experience Committee covering the meetings held on 3 October 2016, 24 November 2016, 8 February 2017 and 3 May 2017

Recommendation

None

Resource Implications

None

Risk Implications

None

Equality and Diversity

None

Timing of decisions

N/A

Further Information

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Background

N/A

Discussion

The report is for information only and no discussion is anticipated.

Attachments

The summary reports are below.

Report of the Meeting of the Student Experience Committee on 3 October 2016

The following key items were considered by the Student Experience Committee at its meeting on 3 October and are presented for the information of Learning and Teaching Committee members:

1. MEMBERSHIP AND TERMS OF REFERENCE OF THE STUDENT AFFAIRS GROUP, STUDENT EXPERIENCE COMMITTEE AND LEARNING AND TEACHING COMMITTEE

The Committee made a number of recommendations for approval by Senate relating to membership of SEC and revised terms of reference for the Student Affairs Group. These were subsequently approved by Senate.

2. CODE OF PRACTICE ON STUDENT REPRESENTATION: REPORT TO LTC AND LTC'S RESPONSE

Members considered a report on the Code of Practice on Student Representation and agreed the Academic Director of Learning and Teaching Enhancement (ADLTE) would work with the uea|su Postgraduate Education Officer and the UEA Communications Officer on strategies to increase the visibility of student representatives. It was also agreed that the Academic Director of Research Degree Programmes would continue work on a PGR Code of Practice on Student representation via the PGR Executive and with the uea|su Postgraduate Education Officer on how PGR student feedback is collected and acted upon.

3. UNION OF UEA STUDENTS: UNDERGRADUATE AND POSTGRADUATE STUDENT EXPERIENCE REPORTS

SEC considered an update on actions arising from recommendations made in the UUEAS Undergraduate Student Experience Report 2014 and the Postgraduate Student Experience Report 2015. Arising from discussions on the reports it was agreed that the Chair would discuss further with Heads of Schools, the use of Talis to provide reading lists and how it could be used more extensively by Module Organisers.

4. uea|su INTERNATIONAL STUDENT EXPERIENCE REPORT

Members considered the University's response to the recommendations contained in the report. It agreed that it was important to take an international student perspective on everything the University does. How this could be done would be discussed further at the monthly meeting with the PVC Academic and uea|su officers.

5. UPDATE ON THE TIME TO CHANGE INITIATIVE

The Director of Student Services advised members that work on the Time to Change initiative was a priority for the newly appointed Head of Wellbeing.

The following items were considered by the Student Experience Committee at its meeting on 24 November 2016 and are presented for the information of Learning and Teaching Committee members:

1. HSC STUDENT EXPERIENCE

The Committee heard from the uea|su/HSC Representation and Opportunities Coordinator, Ms Liv Grosvenor and the HSC Director of Learning and Teaching, Dr Zoe Butterfint, about the work being undertaken between uea|su and HSC on improving the student experience for HSC students and in particular those on nursing courses. A substantial amount of work had been undertaken by both the School and uea|su to address students' concerns. Recent surveys and feedback from HSC students demonstrated that this has been successful, although there was still work to do. An HSC Student Experience Report would be produced in addition to the general Student Experience report and part of this would focus on the student placement experience.

2. MULTIFAITH ISSUES

The Chaplain for Free Churches, Deacon Jen Woodfin presented a report on a range of Multifaith activities taking place. She noted that recently, colleagues working in the Multifaith Centre had become aware of a misconception amongst students, many of whom do not appear to realise that the Centre is a space for anyone of any and no faith. The Committee therefore agreed that the Chaplain for Free Churches would work with the University's Communication Officer on raising awareness that the Multifaith Centre is open to people of all faiths and none. It was also agreed that once the planned refurbishment of the Centre has been completed there would be a relaunch, which will highlight that everyone is welcome to use the centre and attend activities.

3. UNIVERSITIES UK CHANGING THE CULTURE TASK FORCE REPORT – FUTURE PLANS

Members heard the University's plans to address the recommendations contained in the report of the Universities UK Taskforce examining violence against women, harassment and hate crime affecting university students. UEA is working in partnership with uea|su and would act on all the recommendations made by the Taskforce. A working group would be established to do this and it would report to each meeting of the Student Experience Committee.

4. CLOSING THE LOOP: RESPONSES TO THE RECOMMENDATIONS IN THE STUDENT UNIONS' UNDERGRADUATE AND POSTGRADUATE STUDENT EXPERIENCE REPORTS

In considering the University responses to recommendations made in the Student Unions' Undergraduate and Postgraduate Student Experience Reports it was agreed that the issues raised in the reports had either been addressed or featured in the 2016 uea|su Student Experience Report and so the loop had been closed on these reports.

It was also agreed that the University's Communications Officer, the ADLTE and the University's Market Research Manager would work on initiatives to highlight to students the actions that the University has taken in response to issues they have raised. This was in addition to the 'You Said, We Did' section which had been on the front page of the portal.

5. THE UEA| STUDENT EXPERIENCE REPORT 2016

SEC considered recommendations arising from the 2016 uea|su Student Experience Report. Members heard a presentation on the 2016 uea|su Student Experience Survey from uea|su student officers. There were 34 recommendations contained in the report which had five main themes; Organisation and Management, Resources, Teaching and Assessment Quality, Student Welfare, Support and Community and Postgraduate Students. The Chair informed the

Committee that he will work on the recommendations, which will be considered at future SEC meetings.

6. UEA|SU AND THE STUDENT CHARTER

Having considered a request from the uea|su Undergraduate and Postgraduate Education Officers that the review of the Student Charter was brought forward it was agreed that a working group would be set up to review the Charter with the aim of rolling out a new Charter in 2018/19.

7. STUDENT ACCOMMODATION (ON CAMPUS AND OFF CAMPUS)

The Head of Student Services outlined proposals for increasing the number of bed spaces available to students for 2017/18. He agreed to ensure that the importance of having information on available bed spaces for 2017/18 was emphasised to those working on the proposals.

8. ANNUAL REPORT FROM THE TRAVEL AND EXPEDITIONS COMMITTEE

Members received the annual report of the Travel and Expeditions Committee, a sub-committee of the Student Experience Committee.

The following items were considered by the Student Experience Committee at its meeting on 8 February 2017 and are presented for the information of Learning and Teaching Committee members:

1. ARRIVALS EXPERIENCE OF NEW STUDENTS 2016-17: SUMMARY OF FINDINGS FROM FOCUS GROUP DISCUSSIONS

Members considered the outcome of focus group discussions with new students on their experience of arrivals in 2016 and possible actions in response to issues identified as needing action within the report. Overall, the arrivals experience of students taking part in the focus groups was very positive. Suggested areas for improvement focused around information on banking, access to IT and clarity on what were and were not official UEA induction events. Finding their way around the campus and meeting people on their course during induction week were also raised. The cost of participating in sporting activities was an area of concern.

2. UNION OF UEA STUDENTS: STUDENT EXPERIENCE REPORT 2016

Members had a detailed discussion on actions being taken by the University arising from recommendations made in the UEA Student Experience Report 2016.

3. IMPACT OF THE GROWTH IN STUDENT NUMBERS ON THE STUDENT EXPERIENCE 2017/18 AND 2018/19

The Committee considered the University's plans to accommodate the growth in student numbers in 2017/18 and 2018/19. Members agreed the impact of a growth in student numbers on demand for student welfare services would be kept under review.

4. SEXUAL VIOLENCE, HARASSMENT, ASSAULT AND HATE CRIMES: CHANGING THE CULTURE IMPLEMENTATION GROUP

The Committee received an update on the work of the University's Changing the Culture Implementation Group. The Director of Student Services advised members that the first meeting of the group would look at implementing the recommendations in the UUK report on sexual violence, harassment, assault and hate crimes. The first task of the group would be to set up a wider community safety group, drawing on a large number of external partners. The progress of the group would be reported at each meeting of SEC.

5. STUDENT SPORT COMMITTEE GOVERNANCE & TERMS OF REFERENCE:

The Committee considered and approved, subject to minor amendments, proposed terms of reference and governance arrangements of the Student Sport Committee. It was now a university committee that falls within the remit of the Student Experience Committee.

6. UPDATE ON PROGRESS RELATING TO THE INTERNATIONAL STUDENT EXPERIENCE

The Deputy Head of Student Services outlined a number of initiatives being undertaken by the International Student Advisor Team in SSS in support of international students. These included support for visa applications for 616 students, student support representatives and a buddy scheme, language support and conversation club. She noted that ensuring the international student voice is heard in the evaluation of services is very important.

7. UPDATE FROM THE STUDENT SUPPORT SERVICE

The Director of Student Services advised members that good progress was being made in implementing the SSS plan. For example the draft Mental Health and Wellbeing Policy statement was also most complete and would be circulated for comment across the University before being submitted to the April meeting of SEC.

The following items were considered by the Student Experience Committee at its meeting on 3 May 2017 and are presented for the information of Learning and Teaching Committee members:

1. CODE OF PRACTICE ON STUDENT REPRESENTATION

SEC considered the proposed changes to the Code of Practice to be discussed at LTC on 10 May. Members agreed that the report should also be submitted to the SEC meeting scheduled on 23 November as the number of student representatives in place would be known. They also agreed that a report should come to the April/May meeting of SEC each year so that potential changes for the next academic year could be considered.

2. DO SOMETHING DIFFERENT WEEK (DSDW)

Members received an evaluation of the 2017 Do Something Different Week. The Committee agreed that the uea|su Welfare, Community and Diversity Officer and the Campaigns and Democracy Officer should meet with the DSDW Project Manager and the Head of Learning and Teaching to discuss how the union and the University could work more closely together on DSDW. In addition, the Director of Student and Academic Services undertook to ascertain whether research had been undertaken on why students did not participate.

3. MENTAL HEALTH AND WELLBEING POLICY FOR STUDENTS

The Head of Wellbeing presented the draft Mental Health and Wellbeing Policy for Students. She explained that a plan operationalising the strategy was being produced and would incorporate issues raised by the Chief Executive of uea|su. Some minor amendments were proposed by members. The Head of Wellbeing, the Academic Director for Postgraduate Research Degrees and the Head of Postgraduate Research Service would ensure that wording within the policy was appropriate to PGR students and the Director and the Head of Student Services would attend Union Council, if invited, to discuss the policy.

4. uea|su: STUDENT EXPERIENCE REPORT 2016

Members received an update on actions being taken by the University arising from recommendations made in the uea|su Student Experience Report 2016.

5. uea|su 2017 HSC STUDENT EXPERIENCE REPORT

SEC considered recommendations arising from the 2017 uea|su HSC Student Experience Report. Members received a presentation on the findings of the HSC Student Experience Report that followed on from the Big Conversation reported at a previous SEC. It was agreed that this was an example of very effective uea|su -UEA working, with HSC actively responding to student concerns. It was agreed that a representative from HSC would produce a grid responding to the 27 recommendations arising from the report.

6. IMPACT OF THE GROWTH IN STUDENT NUMBERS ON THE STUDENT EXPERIENCE 2017/18 AND 2018/19

The Committee considered an update on the University's plans to accommodate the growth in student numbers in 2017/18 and 2018/19. Arising from discussions the Chair undertook to raise with the Chair of the Space Management Group whether a site for an additional Union Shop could be considered.

7. PHD STUDENTS AS ASSOCIATE TUTORS

The Committee discussed recommendations arising from a uea|su report on PhD students as Associate Tutors. The uea|su Postgraduate Education Officer gave members an overview of the key findings of research undertaken on PhD students as Associate Tutors. The report contained 15 recommendations to the University. Members agreed that there was scope for a number of improvements to be made in this area. It was agreed that a named person should be identified to lead on responding to the report's recommendations and the Academic Director for Postgraduate Research Degree Programmes would produce a table to map the University's responses to the 15 recommendations in the report.

8. REVIEWING THE PURPOSE OF THE STUDENT EXPERIENCE COMMITTEE

The Committee considered the purpose and functionality of the Student Experience Committee and whether in principle a combined Learning, Teaching and Student Experience Committee would be an improved forum for taking student experience issues forward.

It was subsequently agreed that this proposal would not be progressed